

DRAFT

Army Community Service (ACS), Army Family Action Plan (AFAP) and Army Family Team Building (AFTB) Accreditation Checklist

Section I. Army Community Service

10000 STRUCTURE

11000 CRITERIA FOR CENTER (PARA 1-6, AR 608-1)

11000.1 An ACS director has been appointed to operate the ACS center. CAT 1 (Federal Managers' Financial and Integrity Act)

- *Review TDA/appointment orders and job description.
- Determine that the position is filled by a person whose spends 80% of the time working as the ACS director.
- Interview ACS director.

11000.2 The ACS center has a full-time and part-time staff. CAT 1 (Federal Managers' Financial and Integrity Act)

- *Review TDA, contracts and inter-agency agreements.
- Interview paid staff.

11000.3 The ACS center has a volunteer supervisor and a volunteer corps. CAT 2 (5 points)

- Review roster of active ACS volunteers that includes the following information: name, telephone number, volunteer position and identification of minors. (2 points)
- *Review appropriate volunteer standing operating procedure (SOP) that addresses volunteer operations (3 points)

12000 SERVICE DELIVERY MODEL (PARA 1-9, AR 608-1)

12000.1 A centralized intake is established to conduct initial interviews, assess individual and family needs, provide information and make referrals within the center and to external agencies. CAT 1 (DODD 1342.17)

- *Ensure the appropriate SOP addresses assessment of individual and family needs, provision of information and referrals.
- Review reception sign-in sheets.
- Determine if case records are established IAW AR 608-1 and AR 25-400-2 and reflect assessment of individual and/or family needs, provision of information and referrals.

12000.2 A client tracking system is used to deliver services and help plan for the needs of the installation. CAT 2 (5 points)

- Review the ACS client tracking system. (3 points)
- *Ensure the appropriate SOP addresses client tracking system. (2 points)

12000.3 ACS has an information and resource file. CAT 1 (DODD 1342.17 and DODI 1342.22)

- Ensure the resource file contains the following components:
 - An alphabetical index of all public, private and voluntary agencies and organizations with a reference to more detailed information contained in each provider's file.
 - An alphabetical index of service headings with cross references.
 - Detailed information about agencies and organizations and services they provide.
- Ensure service provider's file contains the information as stated in Appendix D, AR 608-1.
- *Ensure the appropriate SOP addresses annual update of resource file and interim information changes.

12000.4 If identified by installation needs assessment, center based services are supplemented with outreach to geographically or socially isolated families identified as needing specific outreach services, first-term soldiers and families, geographically separated families, newly arrived soldiers and families in the community, single parent families and other soldiers and families identified by a needs assessment. CAT 1 (DODD 1342.17 and DODI 1342.22)

- Review needs assessment data.
- Review case records.

20000 OVERSIGHT

21000 INTERNAL REVIEW (PARA 2-12, AR 608-1)

21000.1 An annual internal review is conducted by the ACS director per paragraph 2-11, AR 608-1. AT 1 (Federal Managers' Financial and Integrity Act)

- Review Section I (and appendixes A and B) of DA Form 7419 (ACS, Army Family Action Plan (AFAP) and Army Family Team Building (AFTB).
- Review findings, recommendations and corrective actions. .

22000 STRATEGIC PLANNING (PARA 2-13, AR 608-1)

22000.1 ACS conducts a specialized needs assessment using a variety of methods to identify local demographics, target risk populations and determine service emphasis. CAT 1 (DODI 1342.22)

- Review surveys, customer feedback forms, training evaluations, minutes from customer focus groups and service request forms.

22000.2 Strategic planning session is convened at least annually with all ACS personnel to review and update five-year plan for ACS services and resources. Needs assessments data is included in the strategic planning process. CAT 1 (Federal Managers' Financial and Integrity Act)

- Review minutes to determine attendance at the annual meeting, ACS five-year plan and needs assessment summary data were updated.

23000 RECORD KEEPING (PARA 2-14 – 2-15, AR 608-1)

23000.1 All client data gathered is safeguarded per AR 340-21. CAT 1 (Liability)

- *Ensure appropriate SOP addresses security procedures.
- Conduct onsite inspection.

23000.2 Case records are established per AR 25-400-2. CAT 2 (5 points)

- Review case records to determine compliance with AR 25-400-2.

23000.3 DA Forms 5897 (ACS Client Case Record) and 5900 (ACS Group Sessions Log) are used to document client contacts. CAT 2 (5 points)

- Review client contact logs. (2 points)
- Review case records. (3 points)

23000.4 An informal personnel folder has been established for all paid staff. CAT 2 (5 points)

- Ensure paid staff personnel files include, at a minimum, the individual development plan, performance standards, position description, awards and latest personnel action. (5 points)

24000 REPORTING (PARA 2-17, AR 608-1)

24000.1 The DA Form 3063 (ACS Management Report) is updated quarterly. CAT 1 (DODI 1342.22)

- *Review DA Form 3063 for completeness and quarterly update.

30000 MANAGEMENT

31000 FUNDING (PARA 3-1 – 3-2, AR 608-1)

31000.1 ACS director prepares and tracks annual ACS budget and spending plans, POM submissions, shortfall and unfunded requirements. The OSD funds are tracked as separate line items on all installation and ACS budget and spending plans. CAT 1 (Federal Managers' Financial and Integrity Act)

- Review budget submission document.
- Review spreadsheets for execution of dollars.

31000.2 OSD relocation and family advocacy funds are executed per USACFSC (CFSC-FP-A) guidance. CAT 1 (Federal Managers' Financial and Integrity Act)

- Review interagency fiscal records.
- Ensure DA Form 3063 accurately reflects that funds are executed according to budget guidance.
- Interview installation comptroller or Director of Community Activities (DCA) budget person.

31000.3 Strategic planning is the basis for long-range ACS budget plans and current execution. CAT 2 (5 points)

- Determine if the ACS strategic plan is integrated into the DCA strategic plan. (2 points)
- Ensure ACS has a five-year budget plan. (2 points)
- Ensure spreadsheets reflect current execution. (1 point)

31000.4 ACS director follows proper procurement practices. CAT 1 (Federal Managers' Financial and Integrity Act)

- *Ensure appropriate SOP addresses procurement procedures.
- Review procurement actions.

32000 PERSONNEL (PARA 3-5, AR 608-1)

32000.1 Performance expectations are clearly established and documented for military and civilian staff. Feedback is given throughout the year. CAT 2 (5 points)

- Review roster of paid staff. (1 point)
- Review position descriptions.
(2 points)
- Interview staff. (2 points)

33000 TRAINING (PARA 3-6 – 3-7, AR 608-1)

33000.1 ACS paid staff are provided on the job training, in-service training and the opportunity to attend appropriate military and civilian professional conferences. CAT 2 (5 points)

- Review roster of paid staff.
(1 point)
- Review paid staff training records.
(1 point)
- Validate that ACS director has
attended the ACS Management
Course within the past 5 years or is
scheduled to attend. (3 points)

33000.2 ACS paid staff receives orientation training. CAT 1 (DODI 1342.22)

- Review roster of paid staff.
- Review staff training records.

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34000 PHYSICAL PROPERTY MANAGEMENT (PARA 3-8 – 3-9, AR 608-1)

34000.1 A procedure is in place that controls inventory of physical property such as, but not limited to furnishings, copy machines, fax machines, audiovisual equipment, telephone systems and so forth as required by the installation. CAT 1 (Federal Managers' Financial and Integrity Act)

- Review system of property
accountability.
- Review hand receipts.

34000.2 ACS has the following physical property onsite to support services and administrative processes such as, but not limited to: CAT 2 (5 points)

- Sufficient telephone lines with appropriate access to Defense Service Network for incoming and outgoing calls.
- Internet accessibility for all staff.
- Audiovisual equipment.
- Automatic data processing equipment.
- Locking file cabinets for Privacy Act materials and filing cabinets for administrative materials

- Review inventory of physical property. (3 points)
- Review hand receipts. (2 points)

34000.3 The reception area is readily visible and accessible to the entrance with adequate and comfortable seating; well lighted, clean and neat; and reading and educational materials are readily available. CAT 2 (5 points)

- Conduct a visual inspection of the reception area
 - Reading and educational materials available. (1 point)
 - Adequate and comfortable seating (2 points)
 - Well lighted. (1 point)
 - Clean and neat. (1 point)

34000.4 ACS center premises and equipment are safe for use. CAT 1 (Safety)

- Review installation safety inspection report and work orders.

35000 MARKETING (PARAS 3-10-3-11, AR 608-1)

35000.1 ACS informs the community about its services to increase user awareness. Information is widely distributed on how individuals with disabilities can access services. CAT 2 (5 points)

- Determine if signs are used to identify location of ACS. (1 point)
- Determine if ACS is included on post maps and in telephone directories. (1 point)
- Review media information about ACS. (2 points)
- Determine if ACS services are listed on the installation web site. (1 point)

35000.2 ACS has a marketing plan that incorporates strategic planning goals and needs assessments data and covers each service provided by the center. CAT 2 (5 points)

- *Review ACS and MWR marketing plans. (2 points)
- *Review needs assessment summary report. (1 point)
- *Review strategic five-year plan. (2 points)

40000 SERVICES

41000 DEPLOYMENT OR MOBILIZATION & STABILITY & SUPPORT OPERATIONS (SSOs) READINESS (PARAS 4-2 – 4-10, AR 608-1)

41000.1 A family assistance plan has been developed to address all levels and phases of deployment or mobilization and SSOs. The plan has been incorporated into overall installation contingency plans. CAT 1 (DODD 1342.17 and DODI 1342.22)

- *Ensure the Family Assistance Appendix addresses the type of services to be offered at all levels and phases; ACS and other agency roles and responsibilities; resource requirements (both manpower and dollars); MOBTDA; and requirements to accommodate projected program needs (facilities, equipment and communications support).
- Interview DCA and Installation Plans Specialist.
- Conduct a walk-through of the designated family assistance center to determine adequacy of facility.

41000.2 ACS provides pre-deployment or mobilization and SSOs assistance IAW para 4-3, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)

- Review written requests for assistance to and from unit commanders, both AC and RC.
- Review after action reports/records of meetings.

41000.3 ACS is capable of providing deployment or mobilization and SSOs assistance when required IAW para 4-4, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)

- *Ensure the family assistance center SOP outlines resource/program management responsibilities; facility layout; administrative procedures; reporting procedures; crisis response; how services are provided.
- Review documentation of statistical reporting or ability to capture statistical data.

41000.4 Post-deployment or mobilization and SSOs assistance includes briefings, workgroups to deal with family reunification problems and command after action reports IAW para 4-5, AR 608-1. CAT 1 (DODD 1342.17 and DODI 1342.22)

- Review briefing schedules and attendance sheets.
- Review after action reports.

41000.5 Unit rear detachments receive training on family assistance and community resources available during deployment, mobilization and SSOs. Rear detachment commanders receive assistance in coordinating services for family members in their units. CAT 2 (5 points)

- Review lesson plans. (3 points)
- Review schedules. (1 point)
- Review attendance sheets. (1 point)

41000.6 Commanders receive assistance for family readiness groups IAW para 4-7, AR 608-1 and para 5-10, AR 600-20. CAT 2 (5 points)

- Review lesson plans. (3 points)
- Review schedules. (1 point)
- Review attendance sheets. (1 point)

41000.7 Appropriate materials are used to support unit commanders in preparing soldiers, civilian employees and their families for military operations. Materials may include, but are not limited to Operation R.E.A.D.Y materials, Army Family Team Building materials, locally generated materials and materials provided through commercial resources. CAT 2 (5 points)

- Review lesson plans. (3 points)
- Review schedules. (1 point)
- Review attendance sheets. (1 point)

41000.8 In OCONUS areas, NEO support consists of assistance in conducting family readiness NEO briefings, processing families for deployment and coordinating support for families with gaining safe haven areas in accordance with the local NEO plan and ANNEX H to Joint Plan for DOD Noncombatant Repatriation. CAT 2 (5 points)

- Review NEO plan. (2 points)
- Review briefing schedules. (1 point)
- Review attendance sheets. (1 point)
- Review case records. (1 point)

41000.9 Family members in safe haven status who have been evacuated or forced early return from an OCONUS area receive assistance as needed. CAT 1 (Executive Order 12656)

- Review case records consisting of communication with family members and their sponsors and copies of other information sent to family members.
- Review status report.
- Review notification records, i.e., DA message or e-mail
- Review lessons learned/after action reports.

42000 SOLDIER AND FAMILY READINESS (PARAS 4-11 – 4-15, AR 608-1)

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|-----------------------------------|----------------|
| Family Advocacy Program | See Appendix A |
| Exceptional Family Member Program | See Appendix B |

43000 RELOCATION READINESS SERVICES (PARAS 4-18 – 4-28, AR 608-1)

43000.1 The installation commander has established a Relocation Assistance Coordinating Committee (RACC), or its equivalent, such as the Human Resource Council (HRC). CAT 1 (Section 1056, title 10, United States Code)

- Review committee minutes to validate:
 - Quarterly meetings.
 - Required membership.
 - Appointment orders signed by DCA.
 - Signing of minutes by the person designated by the commander.
- Review Installation Relocation Assistance Plan.

43000.2 Relocation counseling is provided on an individual or group basis to inbound and outbound transferees with primary focus on pre-departure counseling and relocation planning per paragraph 4-19, AR 608-1. CAT 1 (DODD 1342.17)

- Ensure that DA Form 5897 documents:
 - Client assessments. (1 point)
 - Provision of information on the destination area. (3 points)
 - Provision of referral, follow-up and advocacy. (1 point)

43000.3 Accurate and current pre-arrival information on the installation and surrounding area are provided through SITES, welcome packets where allowed and installation home page. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)

- Review SITES file for currency and adherence to USACFSC guidance.
- Review installation home page for currency, if applicable.
- Review welcome packets for currency where allowed.

43000.4 Soldiers departing installations for OCONUS assignment receive an overseas orientation within 30 days of EDAS or RFO date. Briefings are conducted for specific audiences (for example, first time overseas), when possible. Staff from relocation related activities (for example, housing) participate in the orientation sessions when needed. Soldiers going on unaccompanied tours provide their family's stateside address to meet requirements of paragraph 4-26, AR 608-1. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)

- Review list of departing soldiers (OCONUS) to validate:
 - Attendance at briefings.
 - Provision of family's stateside address when soldier is going on an unaccompanied tour.
- Review lesson plans and attendance sheets.

43000.5 Reentry workshops are provided for transferees returning from overseas to the United States. These workshops address the logistical, financial and psychological adjustments that must often be made when returning from an overseas tour. CAT 2 (5 points)

- Review lesson plans. (3 points)
- Review schedules. (1 point)
- Review attendance sheets. (1 point)

43000.6 Installation-wide newcomer orientations are provided and include information on the community and cultural adaptation and area tours as required. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program)

- Review training agendas.
- Review schedules.
- Review attendance sheets.

43000.7 A lending closet is administered to provide basic housekeeping items for temporary loan to incoming and outgoing families. It is stocked with good quality items. Items include, at a minimum, basic kitchen items, high chairs, child car seats, play pens, cribs, ironing boards, irons and transformers if appropriate. CAT 1 (PL 101-189, Section 661, Military Relocation Assistance Program and DODD 1342.17)

- Review inventory list.
- Review accountability procedures.
- Conduct visual inspection.

43000.8 Families with foreign-born spouses with identified needs receive support and assistance to include a comprehensive, multilevel language program, cross-cultural training and cultural mediation services. CAT 1 (DODD 1342.17 and DODI 1338.19)

- Review needs assessment.
- Review schedules.
- Review attendance sheets.

43000.9 Support services are provided to families residing on-post or in the surrounding community who are living separately from the military sponsor due to mission requirements. CAT 1 (DODD 1342.17)

- Review needs assessment.
- Determine if efforts are made to identify and contact families.
- Determine if support groups are organized.
- Determine if families are identified who are departing the installation for a “designated location” in the United States while the sponsor serves an unaccompanied tour.

43000.10 Sponsorship support consists of training unit sponsorship trainers or designated sponsors upon unit requests and youth sponsors and providing a SITES file or welcome packet where allowed for sponsor to send before transferee’s arrival. CAT 1 (DODD 1342.17 and DODI 1342.22)

- Review lesson plans.
- Review schedules.
- Review attendance sheets.

44000 EMPLOYMENT READINESS (PARAS 4-29 – 4-33, AR 608-1)

44000.1 ACS provides comprehensive, accurate, easily accessible and up-to-date information on available employment opportunities, education and volunteer resources. CAT 1 (DODD 1342.17, DODI 1342.22 and proposed DODI on spouse employment)

- Ensure center has information addressing employment and volunteer opportunities.
- Ensure center has educational resources.
- Ensure center has resources for job seeker's use.

44000.2 ACS conducts or sponsors classes, programs, workshops, seminars or individual sessions to job seekers for effective job searches. These include job search skills, job skills and job search training. CAT 1 (DODD 1342.17, DODI 1342.22 and proposed DODI on spouse employment)

- Review marketing materials: flyers, training schedules and registration forms.
- Review training materials: program outline, briefing charts and evaluation forms.
- Review contracts/memorandum of agreement (if applicable) with program outline, briefing charts and evaluation forms.

44000.3 ACS provides individual and group counseling to assess job skills and develop and implement career goals. CAT 1 (DODD 1342.17, DODI 1342.22 and proposed DODI on spouse employment)

- Review case records.
- Review list of individuals counseled.
- Review group counseling list of attendees and class outline.

44000.4 ACS contacts employers, develops employment opportunities and maintains a private sector job bank. CAT 1 (Section 1784, title 10, United States Code)

- Review correspondence to potential employers.
- Review agendas and minutes from meetings.
- Review documents containing number and type of employers registered with the job bank.

44000.5 Employment readiness services are marketed to spouses and command leadership. CAT 2 (5 points)

- Review employment readiness minutes from Chamber of Commerce meetings. (2 points)
- Review installation newspaper publications. (2 points)
- Review flyers and success stories. (1 point)

45000 FINANCIAL READINESS (PARAS 4-35 – 4-42, AR 608-1)

45000.1 Classes are provided in personal financial management readiness and consumer affairs to soldiers and family members in the following areas: banking and credit union services, budget development and record keeping, debt liquidation, credit, consumer rights and obligations, insurance and personal financial readiness. CAT 1 (DODD 1344.7)

- Review list of classes provided.
- Review training lesson plans.
- Review class schedules.
- Review attendance sheets.

45000.2 Refresher classes are conducted for personnel who have abused and misused check-cashing privileges. CAT 1 (DODI 1344.9)

- Review lesson plans.
- Review training schedule.
- Review class attendance sheets.

45000.3 Financial planning classes and counseling are conducted for all junior enlisted soldiers (E-4 and below) scheduled for initial PCS move. CAT 1 (Public Law 101-189)

- Obtain roster of junior enlisted soldiers scheduled for initial PCS move from local personnel service battalion (PSB).
- Review lesson plans.
- Review training schedule.
- Review class attendance sheets.
- Compare class attendance sheets with PSB roster to determine if all junior enlisted soldiers have received financial planning classes and counseling prior to initial PCS move.

45000.4 Support is provided to unit commanders in establishing personal financial management readiness training for first term/initial term soldiers. CAT 1 (DODD 1344.7)

- Check PSB roster of first term/initial term soldiers.
- Review lesson plans, training schedule and attendance.
- Compare attendance sheet with PSB roster to determine if first term/initial term soldiers have received personal financial management readiness training.

45000.5 Financial counseling services are provided for soldiers and family members in areas such as budget development and financial planning, developing a spending plan, managing personal finances and evaluating assets and liabilities. CAT 1 (DODD 1344.7)

- Review case records to determine provision of financial counseling services.

45000.6 Pre-screening and counseling is provided for the Family Subsistence Supplemental Assistance (FSSA) program. CAT 1 (Defense Authorization Act)

- Review completed DA Form 3063 and case records to determine provision of FSAA pre-screening and counseling.

45000.7 Debt liquidation assistance is provided to soldiers and family members with problems of financial indebtedness. CAT 1 (DODI 1342.22)

- If debt liquidation is provided through ACS, review case records.
- Review letters to creditors and repayment plans and memorandums to commanders for command referred cases.
- When standard 45000.7 is met through civilian community agency, review memorandum of agreement or understanding to determine if services meet criteria contained in AR 608-1.
- Review case records documenting initial assessment, referral to civilian agency and follow-up.

45000.8 Consumer advocacy is provided through information to help soldiers and families make educated decisions and feedback to commanders on consumer issues. CAT 1 (DODI 5030.60)

- Review published consumer information, (e.g. newspaper articles and brochures).
- Review letters to businesses and Better Business Bureau on behalf of military consumers.
- Review memorandums for record documenting meetings with Better Business Bureau, Armed Services Disciplinary Board, local consumer affairs offices and groups of soldiers.

45000.9 Soldiers and family members are assisted in handling consumer complaints. CAT 1 (DODD 5030.56)

- Review case records.
- Review completed DA Forms 5184 (Consumer Complaint).
- Determine how publication occurs for agencies and businesses that employ unfair business practices.

45000.10 Army Emergency Relief record keeping and safeguards are in accordance with AR 930-4. CAT 1 (Liability)

- Check safeguards for securing blank checks.
- Review case records.
- Review latest audit.

45000.11 Emergency assistance includes food locker or vouchers. Food locker meets requirements of AR 40-5. Financial accountability, safeguards and recordkeeping exist for vouchers. CAT 1 (DODD 1342.17) (Liability)

- Review case records.
- Review health inspection records to determine compliance with AR 40-5.
- Review returned receipts and safeguard procedures for vouchers.

50000 VOLUNTEERS

50000.1 Legal counsel reviews provision of voluntary services from host-nation and third country citizens at overseas locations prior to acceptance. CAT 1 (DODI 1100.XX, Voluntary Service in DOD)

- *Review legal documentation.
- Interview ACS director.

50000.2 Volunteers are not holding policy-making positions, supervising paid employees or military personnel or performing inherently governmental functions such as determining entitlements to benefits, authorizing expenditures of government funds or deciding rights and responsibilities of any party under government requirements. (Section 1588, title 10, United States Code and DODI 1100.XX, Voluntary Service in DOD)

- Review volunteer position descriptions to determine the duties and responsibilities of the volunteer.
- Interview ACS director.

50000.3 Anyone performing work that is contained in the statement of work of a service contract is paid the minimum wages provided for under the Service Contract Act (SCA). A person providing services under such a scenario is not a government volunteer and is not covered by Section 1588, title 10, United States Code). CAT 1 (Section 1588, title 10, United States Code and SCA)

- *Review statement of work to ensure there is no provision for unpaid services to the contractor.
- Review DA Form 4712 (Volunteer Agreement for Appropriated and Nonappropriated Fund Activities) to ensure that each person is a government volunteer and not providing a service to a contractor.
- *Review appropriate SOP for compliance with SCA.

50000.4 Volunteers augment the workforce by performing an apportionment of a required function, but do not substitute totally or permanently for unfilled positions, replace paid employees or are used in lieu of obtaining contracted services for which funding has been provided. CAT 1 (Public Law 105-19 and DODI 1100.XX, Voluntary Service in DOD)

- Review volunteer personnel files to verify that no volunteer performs all the duties listed in an ACS position vacancy announcement.
- Compare volunteer position descriptions with paid employee position descriptions to verify that no volunteer performs all the duties of the paid employee.

50000.5 Volunteers are not performing duties that render them unusually susceptible to injury or to causing injury to others. CAT 1 (Public Law 105-19 and DODI 1100.XX, Voluntary Service in DOD)

- Review volunteer position description to determine that the position poses no obvious risk to the volunteer.
- Observe volunteers performing their duties to determine there is no risk to the volunteer.
- Interview volunteers to verify there is no risk to the volunteer.
- *Ensure appropriate SOP includes safety of volunteers.

50000.6 Volunteers are supervised by a paid employee (Civil Service or nonappropriated fund employee), a military member or another volunteer who is so supervised. CAT 1 (Section 1588, title 10, United States Code and DODI 1100.XX, Voluntary Service in DOD)

- Review volunteer position descriptions to determine line of supervision.
- Interview volunteers to verify proper line of supervision.

50000.7 The use of volunteers does not violate DODD 1400.33 concerning undue influence. CAT 1 (DODD 1400.33 and DODI 1100.XX, Voluntary Service in DOD)

- Interview volunteers to verify that no official or volunteer attempted to influence the employment, education or volunteer decisions of a spouse of a military member.

50000.8 Volunteers who work with children and youth have a background check in accordance with DODI 1402.5 and AR 608-18. CAT 1 (DODI 1402.5 and DODI 1100.XX, Voluntary Service in DOD)

- Interview ACS director.
- Check volunteer position descriptions to determine if the duties of the volunteer requires contact with children. If the duties require contact with children, check position description to determine if line of sight supervision is required. If line of sight supervision is not required, review personnel records for evidence that background checks have been completed.
- *Review appropriate SOP for compliance with DA written procedures.

50000.9 When required, volunteers are licensed, privileged, appropriately credentialed or otherwise qualified under applicable law, regulations or policy to provide the voluntary services involved. CAT 1 (Section 1588, title 10, United States Code and DODI 1100.XX, Voluntary Service in DOD)

- Interview ACS director.
- Review position descriptions to determine if any volunteer positions require credentialing.
- Review volunteer personnel file for appropriate credentialing documents.

50000.10 Appropriated fund volunteers with access to privacy protected records comply with AR 340-21. CAT 1 (Section 1588, title 10, United States Code)

- *Ensure appropriate SOP on safeguarding of client data addresses volunteer access to privacy protected records.

50000.11 All statutory volunteers and accepting officials for appropriated and nonappropriated fund activities have signed DA Form 4712 . A copy of the signed DA Form 4712 is given to the volunteer prior to commencing voluntary services. DA Form 5671 (Parental Permission) is signed when accepting voluntary services from unmarried family members under age 18 before commencement of work. CAT 1 (Section 1588, (b)(2)(A), title 10, United States Code)

- Review statutory volunteer personnel files to verify that:
 - Each volunteer and accepting official signed DA Form 4712.
 - A parent has completed a DA Form 5671 for all unmarried volunteers under the age of eighteen.
 - Each volunteer has completed DA Form 4712 and signed DA Form 5671 prior to the first tour of duty.

50000.12 A written position description is maintained for each volunteer. CAT 1 (Public Law 105-19, Section 1588, title 10, United States Code, Volunteer Protection Act of 1997 and DODI 1100.XX, Voluntary Service in DOD)

- Review volunteer position descriptions
- to determine the following:
 - Position description is written by volunteer's supervisor.
 - The accepting official is the approval authority.
 - Position descriptions specifically mention whether or not regular use of a motor vehicle, private or Government owned or leased, is required; and, if required, the specific duties that will be performed.
 - Position descriptions contain a prohibition against using a vehicle not specifically authorized.
 - Position descriptions contain the position title, first line supervisor, second line supervisor (if applicable), description of duties, time required, qualifications of the job, training required and provided by the program accepting voluntary services and evaluation and feedback by the supervisor.

50000.13 Each volunteer maintains a record of hours worked on DA Form 4713 (Volunteer Daily Time Record). CAT 1. (Section 1588 (d)(4)(A)(e), title 10, United States Code and DODI 1100.XX, Voluntary Service in DOD)

- Review completed DA Forms 4713 for compliance.

50000.14 All organizations using statutory volunteers document the volunteer hours worked, jobs performed, training and recognition received on DA Form 4162 (Volunteer Service Record). CAT 1 (DODI 1100.XX, Voluntary Service in DOD)

- Review completed DA Forms 4162 to document compliance with standard.

50000.15 Volunteers receive pre-job training to learn technical skills, on-the-job training and continuing in-service training. CAT 1 (DODI 1100.XX, Voluntary Service in DOD)

- Review completed DA Forms 4162 to validate volunteer training.

50000.16 Volunteers receive orientation to familiarize them with the organization, assigned duties, procedures to document voluntary service hours, policies and procedures for obtaining reimbursement of incidental expenses, award policies, grievance procedures, line of supervision, the importance of confidentiality and other relevant matters. CAT 1 (DODI 1100.XX, Voluntary Service in DOD)

- Review completed DA Forms 4162 to validate volunteer orientation.

50000.17 Volunteers assigned to operate administrative vehicles complete the same training and screening and maintain the same qualifications as other employees who drive comparable vehicles. CAT 1 (DODI 1100.XX, Voluntary Service in DOD)

- Review position descriptions to determine if position requires use of government owned or leased vehicle.
- Review volunteer personnel file to determine if the volunteer is authorized to use vehicle and has been appropriately trained, screened, licensed and received written permission to operate vehicle.

50000.18 Standard procedures used to investigate and/or adjudicate incidents involving employees are used, when appropriate, to investigate and/or adjudicate similar incidents arising from voluntary services. CAT 1 (DODI 1100.XX, Voluntary Service in DOD)

- Review written procedures to investigate/adjudicate incidents.
- Review documentation of adjudication.

50000.19 An ongoing recognition program is established for statutory volunteers. CAT 1 (DODI 1100.XX, Voluntary Service in DOD)

- *Ensure the appropriate SOP details an ongoing recognition system for volunteers.
- Review volunteer personnel files to verify that volunteers received recognition (certificates, awards, nametags and pins).

50000.20 The Volunteer Advisory Council is established. CAT 2 (5 points)

- Review council minutes to validate:
 - o Quarterly meetings. (3 points)
 - o Required membership. (1 point)
 - o Forwarding of minutes to installation/garrison commander and member organizations. (1 point)

50000.21 A comprehensive and up-to-date resource library is established. CAT 2 (5 points)

- Ensure library includes:
 - o Volunteer regulations and policies. (3 points)
 - o Materials on volunteer management and program organizations. (1 point)
 - o Information on training opportunities. (1 point)

50000.22. Training is provided for volunteer managers, both paid and volunteer, on volunteer management issues such as recruitment techniques, interviewing skills, orientation requirements, recordkeeping, recognition, evaluation, dismissal and position descriptions. CAT 2 (5 points)

- Review lesson plans. (3 points)
- Review schedules and attendance sheets. (2 points)

50000.23 A variety of methods are used to recruit volunteers. CAT 2 (5 points)

- Review marketing materials such as flyers, newspaper articles and briefing agendas. (3 points)
- Review volunteer job bank for current volunteer positions, programs and agency requests. (2 points)

50000.24 Volunteers are recognized for their service at the installation volunteer recognition event. CAT 2 (5 points)

- *Review IVC SOP. (2 points)
- *Review after action report on annual recognition event. (3 points)

50000.25 The IVC section of DA Form 3063 is completed quarterly. CAT 1 (DODI 1342.22)

- *Review DA Form 3063 for completeness and quarterly update.

NOTE:

Pre-site materials are annotated with an asterisk.

APPENDIX A

FAMILY ADVOCACY PROGRAM (FAP)

42001 ORGANIZATION AND MANAGEMENT

42001.1 The installation has implemented written policies and procedures IAW AR 608-18 and MEDCOM PAM 608-1. Any definition used must comply with regulatory definitions. CAT 1 (DODD 6400.1)

- *Review written policies and procedures, MOU/MOA or command directives.

42001.2 The installation/garrison commander has appointed and implemented a Family Advocacy Committee (FAC) and a Case Review Committee (CRC) IAW AR 608-18. CAT 1 (DODD 6400.1)

- *Review appointment orders for the FAC and CRC members.
- Review FAC and CRC minutes.

42001.3 The installation FAC ensures that written policies and procedures exist that outline the responsibilities to be carried out in incidents of alleged child or spouse abuse: CAT 1 (DODD 6400.1)

- When indicated, medical assessment and treatment for all family members in the household by medically trained personnel.
- Notification of the service member's commander per AR 608-18.
- Notification of military law enforcement and investigative agencies per AR 608-18.
- Notification of the local public Child Protection Services agency (in alleged child abuse cases only) in the United States and where covered by agreements overseas.
- Observance of the applicable rights of both alleged victims and offenders.

- Ensure FAC minutes address:
 - The notification of the service member's commander in incidents of alleged child or spouse abuse.
 - The notification of military law enforcement and investigative agencies in incidents of alleged child or spouse abuse.
- *Ensure installation MOA addresses the notification of local child protection services.
- *Review command policy letter to ensure that the applicable rights of the alleged victims and offenders are addressed.
- *Review SWS SOP to ensure that proper notification procedures are complied with regarding incidents of alleged child or spouse..

42001.4 A requirement and authorization exists for an installation FAPM on the TDA, or the commander has made written appointment of a designated individual to implement the FAP. CAT 1. (DODD 6400.1)

- *Review TDA to ensure a requirement and an authorization exist for FAPM.
- *Review FAPM appointment orders.

42001.5 The installation FAC has developed and evaluated measurable program outcomes IAW DA FAP outcomes (self-sufficiency, safety, community cohesion, and personnel preparedness). CAT 2 (5 points)

- Review documentation of the analysis and evaluation of the FAP utilizing DA FAP measurable program outcomes. (2 points)
- The installation published FAC minutes that addressed an analysis and evaluation of the installation FAP utilizing DA FAP measurable program outcomes listed above. (3 points)

42001.6 The installation FAC has established a FAP plan with specific objectives, needs and strategies IAW Service directives. CAT 2 (5 points)

- Review the FAP plan for specific objectives, needs and strategies (3 points); or
- Determine if the FAP plan is integrated into the installation or Director of Community Activities' Strategic Plan (3 points); and
- Determine if
 - A needs assessment was conducted (2 points); or
 - Surveys were conducted (2 points); or
 - Focus groups were conducted (2 points).

42001.7 The installation FAC demonstrates efforts to promote cooperation among civilian and/or military authorities to reduce child and spouse abuse rates. CAT 2 (5 points)

- *Ensure installation MOA promotes cooperation between civilian and military authorities to reduce child and spouse abuse rates (3 points); and
- *Determine that the installation SOP addresses the cooperation between civilian and military authorities to reduce child and spouse abuse rates (2 points); or
- *Review the contract with the local civilian authorities to reduce child and spouse abuse rates (2 points); or
- *Review a partnership agreement/charter with the local civilian authorities to reduce child and spouse abuse rates. (2 points)

42001.8 The FAP coordinates and collaborates with military installations to provide cost-effective services. CAT 2 (5 points)

- *Ensure the FAP SOP promotes cooperation with military installations to provide cost-effective services (3 points); or
- *Review a partnership agreement/charter with military installations to provide cost-effective services (3 points); and
- Review documentation of an evaluation of the FAP utilizing measurements and statistical analysis to calculate cost savings. (2 points)

42001.9 The installation/MTF commanders provide FAP personnel with housing and equipment suited to the delivery of FAP services. CAT 2 (5 points)

- Conduct interviews with FAP personnel and conduct a visual inspection of the FAP facilities. (3 points)
- Review hand receipts. (2 points)

42001.10 All purchase of service contracts or agreements with a civilian agency, organization or individual comply with appropriate standards and regulations. CAT 1 (Federal Acquisition Regulation)

- Review FAP purchase contracts with civilian agencies, organizations or individuals for compliance.
- Review FAP payment vouchers with civilian agencies, organizations or individuals for compliance.
- *Review FAP agreements with civilian agencies, organizations or individuals for compliance.

42001.11 The installation provides an annual report to DA. CAT 1 (DODD 6400.1)

- *Review DA Form 3063 for completeness.
- Review SWSMIS for completeness.

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42002 PREVENTION AND EDUCATION

42002.1 The installation has written criteria and priorities for installation FAP prevention activities. Cat 2 (5 points)

- *Ensure the FAP plan includes prevention activities. (4 points)
- Review the FAP needs assessment. (1 point)

42002.2 The installation FAP conducts a community needs assessment at least every 3 years (AR 608-18). CAT 1 (DODD 6400.1)

- Review the community needs assessment that was conducted within the last three years.
- Review the results of community surveys regarding the FAP conducted within the last three years.
- Review results of focus groups regarding the FAP conducted within the last three years.
- *Review the FAP plan.
- *Ensure the FAP plan is integrated into the installation or Director of Community Activities' Strategic Plan.

42002.3 The installation FAP has developed and implemented, in accordance with the prevention plan, education programs for the community. CAT 2 (5 points)

- *Review the FAP prevention plan to ensure it addresses education programs for the community. (3 points)
- *Review program curriculum for all FAP educational programs (2 points); or
- Review participant lists and evaluations for all FAP educational programs. (2 points)

42002.4 The installation commander ensures provision of education for all installation and unit commanders. CAT 1 (DODD 6400.1)

- *Ensure FAP plan addresses the provision of education for installation and unit commanders.
- *Review training plan and FAP curriculum orientation of installation and unit commanders.
- Review participant lists for installation and unit commanders who received FAP training.
- Interview installation or unit commanders who received FAP training (ask to see training certificates).

42002.5 The installation commander ensures all newly assigned installation personnel receive an orientation to the FAP, available family support services and installation FAP policies.

CAT 2 (5 points)

- *Review the FAP plan to ensure that it addresses orientations. (1 point)
- *Review training plan and FAP curriculum for the orientation. (2 points)
- Review participant lists and evaluations for personnel who attended FAP orientations. (2 points)

42002.6 The installation commander ensures provision of education on identifying and reporting suspected child and spouse abuse for personnel, contractors and volunteers who work with or around children. CAT 1 (DODD 6400.1)

- *Review FAP plan.
- Review lesson plans and FAP curriculum.
- Review participant lists and evaluations.

42002.7 The installation commander ensures provision of education on the FAP and identification, reporting and intervention in child and spouse abuse to installation law enforcement, legal and medical personnel. CAT 1 (DODD 6400.1)

- *Review FAP plan.
- *Review lesson plans and FAP curriculum.
- Review participant lists and evaluations.

42002.8 Activities and services provided through the NPSP-Standard component are available to all eligible families prenatal-3 years, whether they live on or off the installation. Activities include information and referral to military and civilian programs that support parents of infants and young children such as parenting programs, respite care for children and supervised playtime for children. CAT 2 (5 points)

- Review marketing and public awareness material for availability of NPSP services. (2 points)
- Ensure installation NPSP reports indicate referral to appropriate military and civilian NPSP services. (3 points)

42002.9 Activities and services provided through the NPSP– Plus component are available to those identified families prenatal-3 years that have been identified as being at-risk for child maltreatment and/or family violence. Families participating in the NPSP– Plus component are assessed for risk of child maltreatment and family violence on a continuing basis IAW DoD Directives. CAT 1 (Public Law 103-337)

- If NPSP+ is available, the installation reports the number of clients referred for NPSP+ services to the CFSC FAPM.
- If NPSP+ is available, review installation NPSP+ client records to verify that on-going assessment of risk for child maltreatment and family violence occurred.

42003 INVESTIGATION AND ASSESSMENT OF THE COMPLAINT

42003.1 The installation commander has designated a 24-hour point of contact to receive reports of alleged child or spouse abuse. CAT 1 (DODD 6400.1)

- *Ensure the SOP designates a 24-hour POC to receive reports of alleged child or spouse abuse.
- *Review MOA that identifies a 24-hour POC to receive reports of alleged child or spouse abuse.
- Review on-call roster to receive reports of alleged child or spouse abuse after duty hours; or
- The installation has a hot line to receive reports of alleged child or spouse abuse.

42003.2 Mandated personnel report suspected child and spouse abuse to the FAP. CAT 1 (DODD 6400.1)

- *Review installation SOP and MOA that require mandated personnel to report suspected child and spouse abuse to FAP.
- *Review SWS SOP that requires mandated personnel to report suspected child and spouse abuse to FAP.
- *Review Child and Youth Services SOP that requires mandated personnel to report suspected child and spouse abuse to FAP.

42003.3 Installation law enforcement ensures FAP receives the incident reports of child and spouse abuse. The installation FAP has access to the installation law enforcement blotter. Installation law enforcement agencies request reports of child and spouse abuse involving military families from local law enforcement and provide them to the FAP. CAT 1 (DODD 6400.1)

- *Review SOP and MOA that ensure FAP personnel receive law enforcement blotter reports and civilian reports on suspected child and spouse abuse.
- *Review Provost Marshal SOP that requires them to provide FAP personnel with military and civilian reports on suspected child and spouse abuse.
- *Review SWS SOP that addresses the need to obtain law enforcement blotter reports and civilian reports on child and spouse abuse from military and civilian law enforcement organizations.
- *Review randomly selected FAP records for the presence of law enforcement blotter and civilian reports on suspected child and spouse abuse.

[illegible]

42003.4 Installation law enforcement and medical treatment facilities develop and follow written protocols for responding to suspected child and spouse abuse incidents. CAT 1 (DoDD 6400.1)

- *Review SOP and MOA that address law enforcement and medical protocols for responding to suspected child and spouse abuse incidents.
- *Review Provost Marshal SOP for law enforcement protocols for responding to suspected child and spouse abuse incidents.
- *Review SWS SOP for medical protocols for responding to suspected child and spouse abuse incidents.

[illegible]

42003.5 The installation initiates the assessment of alleged abuse incidents in a timely manner.
CAT 1 (DODD 6400.1)

- *Review SWS SOP for FAP protocol for conducting an assessment of alleged child and spouse abuse incidents in a timely manner.
- Review FAP records to verify that an assessment of alleged child and spouse abuse incidents was conducted in a timely manner.

[illegible]

42003.6 The installation FAP ensures that during the period of investigation and assessment of suspected child abuse, sufficient monitoring and immediate support to the child's family is provided. This is to ensure adequate protection of the child victim(s) and sibling(s), if they are remaining in the parent's or guardian's home or the home of others acting in loco parents. CAT 1 (DODD 6400.1)

— Review FAP records.

42003.7 The installation complies with DA written policies and procedures for protection of victims of spouse abuse. CAT 1 (DODD 6400.1)

— Review FAP records for the presence of a completed risk assessment and safety plan for the victims of spouse abuse.

42003.8 The installation complies with DA/MEDCOM written policies and procedures for assessing FAP cases. A clinically privileged professional conducts the assessment. The assessment includes, but is not limited to, the following: CAT 1 (DODD 6400.1 & DODD 6025.11)

- Background checks of previous abuse incidents recorded in the service Central Registry, law enforcement, FAP and medical records.
- Reports of any law enforcement investigations.
- Information obtained from collateral contacts (e.g., schools, child development centers etc).
- Interviews with the alleged offender, victim(s) and other members of the household and witnesses.
- Assessment of the current presenting problems.
- Assessment of the functioning of the alleged offender, caretakers, victim(s) or other members of the household.
- Assessment of the medical findings and history of the victim, alleged offender and other members of the household, if indicated.
- Assessment of the severity of the abuse and previous child and spouse abuse incidents.
- Assessment of the risk for future abuse.
- Assessment of the need for protection of the victim to include, in child abuse cases, the ability of the non-offending parent to protect and support the child.
- Assessment of which clinical, educational and support services are indicated for the case.
- History of spouse and child abuse (witnessed/experienced).
- History of substance abuse.

— Review FAP records for the presence of a completed risk assessment conducted by a clinically privileged professional.

— *Review SWS SOP.

42003.9 The installation commander ensures all individuals interviewing/assessing children for investigation are trained. Training includes: CAT 1 (DODD 6400.1 & DODD 6025.11)

- **Interviewing the child as the primary source of information on an age appropriate basis.**
- **Interviewing the child in a child-centered environment and not in the presence of the alleged offender.**
- **Avoiding the necessity of subjecting the child to multiple interviewing.**
- Review military law enforcement investigative personnel records.
- Review FAP credentials files.
- Review training certificates of randomly selected military law enforcement investigative/FAP personnel.

42003.10 The installation complies with DA/MEDCOM written policies and procedures that specify how a child victim and other children in the victim's household are interviewed by FAP clinical personnel. These include provisions for the following: CAT 1 (DODD 6400.1 & DODD 6025.11)

- **Interviewing the child as the primary source of information on an age appropriate basis.**
- **Collecting information from a child in a manner to protect the child's right to privacy.**
- **Interviewing the child in a child-centered environment and not in the presence of the alleged offender.**
- **Avoiding the necessity of subjecting the child to multiple interviewing.**
- **Ensuring that interviews are conducted by a clinically privileged professional.**
- *Review SWS SOP for compliance.
- Review FAP credentials files for evidence that only clinically privileged professional interview child victims.
- Review FAP records for evidence that FAP clinical personnel interviewed the child as the primary source of information on an age appropriate basis.
- Review FAP records for indication that FAP clinical personnel collect information from a child in a manner that protects the child's right to privacy.

42003.11 The installation complies with DA/MEDCOM written policies and procedures for interviewing victims of spouse abuse. These include provisions for the following: CAT 1 (DODD 6400.1)

- Collecting information from the victims, minor children and witnesses.
- Is done in such a manner as to protect their rights to privacy and safety.
- Interviews are not conducted in the presence of the alleged offender.
- Interviewing any minor children in the household.

- *Review SWS SOP for compliance.
- Review FAP records for compliance.

42004 INTERVENTION AND TREATMENT OF ABUSE AND NEGLECT CASES

42004.1 The installation commander has written policies, procedures and criteria for the removal of the alleged offender (or other involved persons, as appropriate) from the home. CAT1 (DODD 6400.1)

- *Review regulation/SOP and MOA/MOU for compliance.
- *Review SWS SOP for compliance.

42004.2 The installation commander has written policies, procedures and criteria for the removal of the child victim(s) of abuse or other children in the household when in danger of continued abuse or life-threatening neglect by the offender(s). This is done consistent with applicable laws governing protective custody and includes instructions for safe transit of the child (both CONUS and OCONUS). CAT 1 (DODD 6400.1)

FOR CONUS LOCATIONS WITH CHILD PROTECTIVE SERVICES:

- *Review FAP regulation/SOP that refers to the MOA/MOU with the local Child Protective Service (CPS) agency.
- *Review MOA/MOU with the local CPS agency.
- *Review SWS SOP for references to the FAP regulation/SOP, MOA/MOU or Medical Treatment Facility (MTF) regulation.
- *Review regulation/SOP and MOA/MOU for consistency with applicable state laws governing protective custody.

**FOR INSTALLATIONS WITH NO CHILD PROTECTIVE SERVICES (OCONUS, FORT KNOX/
EXCLUSIVE FEDERAL JURISDICTION):**

- *Review FAP regulation/SOP.
- *Review SWS SOP, MTF regulation and/or FAP regulation/SOP for criteria and conditions under which a child will be transported back to CONUS to the custody of child protective services.
- *Review FAP regulation/SOP for consistency with the applicable laws of the country/state governing protective custody.
- Interview SJA to determine active involvement with the program.

42004.3 The installation commander has written policies and procedures for shelter/safe home referral for victims of spouse abuse. Policies address safety, confidentiality and the right of the victim to make the decision. CAT 1 (DODD 6400.1)

- *Review written policies and procedures.
- *If there is a shelter/safe home within the local community, review MOA/MOU with that agency.
- *Review SWS SOP.

42004.4 Cases will be brought to the CRC within 30 days, unless otherwise documented. CAT 1 (DODD 6400.1)

- *Review SWS SOP for compliance.
- Review initial intervention plan for new referrals.
- Review CRC minutes for concurrence with the initial intervention plan.
- Review FAP records for compliance.

42004.5 To protect victims and prevent further incidents of abuse, installation complies with DA written policies and procedures for multi-disciplinary CRCs. These include, but are not limited to the following: CAT 1 (DODD 6400.1)

- Incident status determination.
- Case management.
- Intervention recommendations based on assessment.
- Case review.
- Case closure.
- Review installation CRC minutes for referenced documentation.
- Review FAP records for evidence they contain referenced documentation.

42004.6 CRC intervention recommendations consider educational, clinical and support services.

CAT 2 (5 points)

- Ensure CRC considered requirements. (2 points)
- Review FAP records for compliance. (3 points)

42004.7 The installation complies with DA/MEDCOM written policies and procedures for case closure. The CRC considers at least the following in making case closure decisions: CAT 1 (DODD 6400.1)

- **Current risk assessment.**
- **Progress or failure to progress in meeting intervention objectives.**
- **Involvement of the family and/or client in the decision making process.**
- **Consultation with other agencies and professionals involved in the case.**
- **Consideration of necessary community supports and referrals.**

- Review case closure policies and procedures.
- Review FAP records for compliance.

42004.8 In conducting the assessment and determining risk, recantation by the victim is not, in and of itself, used to conclude the incident did not occur. CAT 1 (DODD 6400.1)

- *Review SWS SOP for required evidence.
- Review CRC minutes for compliance.
- Review FAP records for evidence of compliance.

42004.9 The installation complies with DA written policies and procedures for the case management of out-of-home child abuse. CAT 1 (DoDD 6400.1)

- *Review SOP and MOA/MOU for evidence of compliance.
- Review CRC minutes and SWS SOP for evidence of compliance.
- Review FAP records for compliance.

42004.10 When making an incident status determination for level of intervention, the CRC utilizes the matrix of the Child Abuse Manual (CHAM) and Spouse Abuse Manual (SPAM). CAT 1 (DODD 6400.1)

- Ensure CRC utilizes the matrix of the CHAM and SPAM when making an incident status determination.
- Review FAP records for compliance.

42004.11 When the soldier is separated from active duty as a result of a dependent-abuse offense, assist the family members to apply for Transitional Compensation benefits and other support services as appropriate. CAT 1 (DODI 1342.24)

- *Review SOP or MOA/MOU for evidence of coordination of services between ACS/FAP and SJA/Victim-Witness Liaisons.
- Review applicant files for compliance, as appropriate.
- Review the FAP prevention plan for the community to ensure that transitional compensation is included.
- *Review FAP training plan curriculum for installation and unit commanders to ensure that transitional compensation is addressed.

[illegible]

42004.12 Emergency Placement Care (EPC) provides temporary substitute care that ensures a child's welfare when the natural family or legal guardian cannot meet that responsibility. EPC may be a voluntary or court-mandated placement providing 24-hour care in an emergency care family home. The Army EPC Program is used at Ft. Knox and primarily in OCONUS areas and is intended to provide short term care for families in crisis until the situation causing placement is resolved, or until longer term care or placement can be arranged at a CONUS location. If EPC Services are available and accessible through the local civilian authority, these services must be used IAW locally established MOA. CAT 1 (DODD1342.17)

- The ACS director has assigned a point of contact for EPC.
- A list of EPC families is available and updated semi-annually.

42005 CASE ACCOUNTABILITY

42005.1 The installation complies with DA/MEDCOM written policies and procedures that establish a file maintenance system. CAT 1 (DODD 6400.1 & Federal Systems Notice)

- *Ensure SOP and MOA/MOU reflect compliance with DA written policies and procedures.
- *Determine that the Quality Improvement Plan and SWS SOP are in compliance with DA written policies and procedures.
- Review FAP records for compliance.

42005.2 In order to promote prompt intervention in abuse incidents, the installation commander ensures that the CRC receives every report of abuse and determines a plan for intervention IAW DA/MEDCOM written policies and procedures. CAT 1 (DODD 6400.1)

- *Review FAP regulation/SOP for evidence of compliance with DA/MEDCOM written policies and procedures.
- *Review MOA/MOU for evidence of compliance with DA/MEDCOM written policies and procedures.

42005.3 The installation complies with MEDCOM written policies and procedures for case management and case records. CAT 1 (DODD 6400.1)

- *Ensure SWS SOP is in compliance with MEDCOM written policies and procedures.
- Review FAP records for compliance with MEDCOM written policies and procedures.

42005.4 The installation complies with DA/MEDCOM written policies and procedures on the transfer of cases to ensure continuity of service. CAT 1 (DODD 6400.1)

- *Ensure SWS SOP reflects compliance with DA/MEDCOM written policies and procedures.
- Review FAP records for compliance with DA/MEDCOM written policies and procedures.

42005.5 The installation complies with DA/MEDCOM written policies and procedures that ensure sharing of information with individuals or military or civilian organizations. CAT 1 (DODD 6400.1)

- *Review installation FAP regulation/SOP for compliance with DA/MEDCOM policies and procedures.
- *Review MOA/MOU for compliance with DA/MEDCOM policies and procedures.
- Review FAP records for compliance with DA/MEDCOM policies and procedures.

42005.6 The installation complies with DA written policies and procedures governing who shall have access to central registry information. CAT 1 (DODD 6400.1 & Federal Systems Notice)

- *Review FAP regulation/SOP for guidance on who shall have access to central registry information.
- *Review SWS SOP for guidance on who shall have access to central registry information.
- *Ensure the SWS ACR authorization letter reflects guidance that complies with DA written policies and procedures.

42005.7 Installation complies with DA/MEDCOM written policies and procedures for reviewing contested CRC incident status determinations. CAT 1 (DODD 6400.1)

- Ensure the installation CRC complies with DA/MEDCOM written policies and procedures.
- Review FAP records for compliance with DA/MEDCOM written policies and procedures.

42006 FAP STAFFING

42006.1 The FAP complies with the requirement of DoD/DA/MEDCOM directives for the roles, functions, and responsibilities of FAP personnel. CAT 2 (5 points) SME judgement may apply here.

- *Review SOPs to determine that FAP personnel roles, functions and responsibilities comply with the DoD Directive and Army/MEDCOM policies. (3 points)
- Review ACS/MTF FAP job descriptions for compliance with the DoD Directive and Army/MEDCOM regulations. (2 points)
- *Review local MOA for funding agreement between installation/MTF commanders. (1 point)

42006.2 The installation FAPM meets the following minimum qualifications: CAT 1 (DODD 6400.1, DoDD 6025.6 and 6025.11)

- **Education:** Master's level in one of the following fields: Social Work, Psychology, Marriage, Family and Child Counseling, Counseling, Public Administration or Public Health.
- **Credentialing:** Not necessary. If clinical supervision is a requirement of the position, qualifications specified in 42006.3 below apply.
- **Experience:** Minimum of five years of postgraduate experience in community organization or management. At least two of the last five years in programs dealing with family violence issues.

- Review FAPM's personnel record for the minimum qualifications.

42006.3 The clinical supervisor of clinical FAP personnel has the following minimum qualifications: CAT 1 (DODD 6400.1, DODD 6025.6 and 6025.11)

- **Education:** Masters in Social Work or Doctorate in Clinical Psychology.
- **Credentialing:** Licensure in accordance with DoDI 6025.13. Clinically privileged in accordance with MEDCOM directives and AR 40-68 (DA Form 5440-28-R).
- **Experience:** Minimum of four years of postgraduate experience, including two of the last four years of clinical experience in family violence.

- Review the FAP clinical supervisor's personnel/credentialing records for the minimum qualifications.

42006.4 Clinical assessment and intervention are provided by a clinically privileged provider. Those professionals providing assessments and treatment services have the following minimum qualifications: CAT1 (DODD 6400.1, DODD 6025.6 and 6025.11)

- **Education:** Masters in Social Work or Doctorate in Clinical Psychology.
- **Credentialing:** Licensure in accordance with DoDI 6025.13. Clinically privileged in accordance with MEDCOM directives and AR 40-68 (DA Form 5440-28-R).
- **Experience:** Minimum of two years of postgraduate clinical experience, including one of the last two years in family violence.

- Ensure a clinically privileged provider with the minimum qualifications described above performs the clinical assessments, interventions and treatment services.
- Review FAP records for compliance.

42006.5 Minimum qualifications for FAP practitioners providing education and prevention services and for Social Service Assistants are as follows: CAT 2 (5 points)

- **Education:** Bachelor's level in Social Work, Psychology, Marriage, Family and Child Counseling, Counseling or Behavioral Science, Education, Community Health or Public Health.
- **Experience:** Minimum of two years experience in family and children's services or community organization, one of which is in family violence.
- **Supervision:** Must be supervised in accordance with DA/MEDCOM directives, as applicable.

- Review FAP practitioners' and social service assistants' personnel records for minimum qualifications listed above. (2 points)
- Ensure supervision of FAP practitioners and social service assistants complies with DA/MEDCOM directives, as applicable. (3 points)

42006.6 The minimum qualifications for FAP Victim Advocate Coordinators are as follows: CAT 2 (5 points)

- **Education:** Bachelor's level in Social Work, Psychology, Marriage, Family and Child Counseling, Counseling or Behavioral Science, Education, Community Health or Public Health.
- **Experience:** Minimum of two years of experience in domestic violence victim advocacy.
- **Supervision:** Must be supervised in accordance with DA directives as applicable.

- Review the FAP victim advocate's personnel records for minimum qualifications listed above. (2 points)
- Ensure supervision of the victim advocate complies with DA/MEDCOM directives, as applicable. (3 points)

42006.7 The installation FAP personnel require installation background/records checks IAW AR 608-18 (MP, Drug and Alcohol). CAT 1 (DODD 6400.1)

- *Review SOPs for compliance with DA written policies and procedures that require installation background/records checks.
- Review FAP personnel records for evidence that the installation performed installation background/records checks.

42007 PROGRAM PLANNING AND EVALUATION

42007.1 The installation complies with DA directed reports for collection and analysis of information to be used for program planning, administration, interpretation, evaluation and funding of FAP services. CAT 1 (DODD 6400.1)

- Review DA Form 3060 for accuracy and timeliness.
- Review FAP budget execution documents that reflect FAP execution to within one per cent of their budget in the latest FY.
- Review evidence that a formal evaluation of the FAP was conducted within the past three years.
- *Review current FAP Strategic Plan.
- Review evidence that an evaluation of the installation FAP utilizing ACR and/or risk reduction data was conducted.

42007.2 The installation conducts an annual installation FAP self-evaluation IAW the ACS standard 21000.1. CAT 2 (5 points)

- Review evidence that FAP conducted an internal evaluation within the past year (2 points); and
- Review evidence that FAP conducted an internal evaluation within the past year and presented it to the FAC as evidenced by written documentation in the FAC minutes (3 points); or
- Review evidence that a formal objective evaluation was conducted within the past year by an outside agency, research organization, services contract. (3 points)

NOTE:

Pre-site materials are annotated with an asterisk.

10000 ARMY COMMUNITY SERVICE

- *Review TDA for requirement and authorization.

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- Review committee minutes to validate
 - Quarterly meetings.
 - Required membership.
 - Appointment orders.
 - Discussion and resolution of EFMP issues.
 - Installation commander approval of minutes.

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- *Ensure SNRT SOP:
 - Structures the team as a subcommittee of the installation EFMP committee.
 - Depicts team chairperson and membership stated in AR 608-75.
 - Outlines SNRT objectives, referral process, placement of children, training/follow-up technical assistance, administering medication, performing care-giving health practices, and policy exceptions.
- Review SNRT minutes to validate:
 - Determination of child, youth and family care options for care and activities considering feasibility of program accommodation and availability of technical support.
 - Recommendation of placement that accommodates to the extent possible the child or youth's

[illegible]

- individual needs and parent mission requirements and preference for care/activity setting.
- Performance of secondary functions of technical support, need for increased staff/provider support, referral to special education services and periodic placement review of children enrolled in installation child and youth programs.

10000.4 An installation EFMP SOP is on file. CAT 1 (Rehabilitation Act, DODD 1020.1)

- * Ensure installation EFMP SOP addresses how each of the EFMP component activities (ACS, medical, military personnel, civilian personnel, directorate of public works, child and youth services and community recreation) implement regulatory responsibilities and functions.

10000.5 An EFMP roster of enrolled soldiers is established. CAT 1 (Rehabilitation Act, DODD 1020.1)

- Ensure the roster--
 - Is alphabetized by name of soldier.
 - Contains the sponsor and family member information in Sections B and C of DA Form 5291(EFMP Educational Summary) and DA Form 5862 (EFMP Medical Summary).
 - Information is easily retrievable.

10000.6 All relocating soldiers EFM housing and community support needs are assessed and shared with the gaining command prior to departure from the installation. CAT 1 (DODD 1342.17 and DODI 1342.22)

- Review roster of relocating EFMP soldiers.
- Ensure client contact logs and case records document housing and community support assessment and notification.

10000.7 The losing ACS informs relocating families of exceptional school age children about the need to obtain the following information for transitioning to the new school: a copy of the IEP, a summary of educational activities and performance for the current or past school year and any medical records.

CAT 1 (DODD1342.17)

- Ensure client contact logs and case records document provision of information to help children transitioning to a new school.

10000.8 The gaining ACS links parents with appropriate special education school officials and medical providers and, upon request of parents, participates in the individualized education program process. CAT 1 (DODD 1342.17)

- Ensure client contact logs and case records document compliance with standard.

10000.9 The installation EFMP manager assists EFMP families in developing solutions to EFMP issues and problems (for example, inaccessible facilities and programs). CAT 1 (Rehabilitation Act, DODD 1020.1)

- Ensure client contact logs and case records document assistance to families with EFMP issues and problems.

10000.10 The installation EFMP manager monitors the installation EFMP. CAT 1 (Federal Managers' Financial and Integrity Act)

- Ensure DA Form 7419 (Appendix B) reflects annual monitoring and correction of deficiencies.
- Ensure installation management control office has a copy of the latest DA Form 7419 (Appendix B) on file.
- Review copy of the latest DA Form 7419 (Appendix B).
-

10000.11 ACS informs EFMP families about the availability of community support services and educational resources . CAT 1 (DODD 1342.17)

- Ensure ACS information and referral file contains accurate information on organizations and agencies serving individuals with disabilities and chronic illnesses.
- Ensure client contact logs and case records document provision of information, assessment and referral to military and civilian EFMP community support services.

10000.12 ACS provides EFMs with information about rights and responsibilities under local, State and Federal laws following coordination with the servicing staff or command judge advocate. CAT 2 (5 points)

- Review information about EFM rights and responsibilities. (2 points)
- Ensure client contact logs and case records document provision of information about rights and responsibilities in coordination with servicing or command judge advocate. (3 points)

10000.13 ACS facilitates EFMP support groups. CAT 1 (DODD 1342.17)

- Review listing of support groups and advocacy organizations in EFMP section of ACS information and referral file.
- Ensure client contact logs and case records document provision of advocacy and support group information.
- Review support group agendas and attendance sheets.

10000.14 ACS has an EFMP command information and education program. CAT 2 (5 points)

- *Ensure EFMP command information and education plan—(3 points)
 - Is prepared annually.
 - Outlines component agency responsibilities, tasks and milestones.
 - Is monitored quarterly for implementation.
- Ensure articles are published quarterly and EFMP brochure is on file. (1 point)
- Review schedule and attendance sheets for briefings, education and training sessions. (1 point)

1000.15 If not available or accessible through military CYS (for example, adult respite care and care user's home) and civilian resources, ACS establishes and maintains a respite care program for eligible family members with disabilities. CAT 1 (DODD 1342.17)

- *Ensure appropriate SOP addresses ACS implementation of respite care program per AR 608-75.
- *Ensure memorandum of understanding/memorandum of agreement with CYS and/or civilian community document provision of respite care per AR 608-75.

- Review respite care provider recruitment materials and respite care provider training schedule, outline and attendance sheets.
- Ensure completed DA Form 3063 validates certified homes and placements.

10000.16 ACS coordinates with CYS, military community recreation and with applicable civilian agencies to ensure that recreational and cultural programs are available and accessible to family members with disabilities. CAT 1 (Rehabilitation Act, DODD 1020.1)

- *Ensure SOP addresses implementation of recreational and cultural programs for family members with disabilities (military and/or civilian community).
- *Ensure memorandum of understanding/memorandum of agreement document provision of recreational and cultural programs per AR 608-75.
- Review schedule and outline of programs.
- Ensure client contact logs and case records document coordination and provision of recreational and cultural programs.

20000 ARMY MEDICAL DEPARTMENT

20000.1 MTF commander has designated an EFMP medical chief. CAT 1 (Federal Managers Financial and Integrity Act)

- *Review documentation of appointment.

20000.2 The EFMP medical chief has designated an EFMP case coordinator. CAT 2 (5 points)

- *Review documentation of appointment. (3 points)
- *Review duty description. (1 point)
- *Ensure clinic SOP includes staffing statement. (1 point)

**20000.3 The MTF commander has appointed an EFMP special needs advisor (SNA).
CAT 2 (5 points)**

- *Review documentation of appointment. (3 points)
- *Review duty description. (1 points)
- *Ensure clinic SOP includes staffing statement. (1 point)

**20000.4 The SNA completes DA Form 7413 (EFMP Assignment Coordination Sheet).
CAT 2 (5 points)**

- Review suspense filed DA Forms 7413:
 - 90% are complete. (4 points)
 - or
 - 70% are complete. (3 points)
 - or
 - 50% are complete. (2 points)
- *Ensure clinic SOP includes directions to complete DA Form 7413. (1 point)

20000.5 The medical chief ensures that EFMP summaries are completed and distributed per paragraph 3-1, AR 608-75. CAT 2 (5 points)

- Ensure EFMP office procedure documents sequential processing of individual records. The procedure addresses: (4 points)
 - Forwarding DA Form 5862 (EFMP Medical Summary) to the RMC for coding.
 - Receiving computer hard copy print out of EFMP Summary from RMC.
 - Forwarding copy of computer hard copy printout of EFMP Summary to outpatient treatment records section.
- *Ensure clinic SOP includes description of summary procedures. (1 point)

**20000.6 The EFMP case coordinator records patient visits and screening workload.
CAT 2 (5 points)**

- Review documentation of actual patient visits. (2 points)
- Review workload documentation of records screened within EFMP clinic. (2 points)
- *Ensure clinic SOP includes directions for recording patient visits and screening workload. (1 point)

20000.7 The EFMP case coordinator distributes published EFMP identification criteria in the MTF. CAT 2 (5 points)

- Ensure evidence exist through documentation or demonstration that EFMP identification criteria are distributed and available throughout the MTF. (4 points)
- *Ensure clinic SOP contains instructions for distributing EFMP identification criteria. (1 point)

20000.8 The EFMP case coordinator forwards appropriate information from DA Form 5862-R and DA Form 5291-R (EFMP Educational Summary) to installation EFMP manager. CAT 2 (5 points)

- Review documentation that information is forwarded to installation EFMP manager when a family member is coded. (3 points)
- Interview installation EFMP manager to verbally confirm that process for forwarding information is current. (1 point)
- *Ensure clinic SOP describes process for forwarding information to the installation EFMP manager. (1 point)

20000.9 The EFMP case coordinator refers soldiers and family members to installation EFMP manager for community support services. CAT 2 (5 points)

- Interview installation EFMP manager to verbally confirm that activity is currently executed. (4 points)
- *Ensure the clinic SOP describes referral process. (1 point)

20000.10 EFMP clinic reports medical resourcing needs to the MTF commander or representative. (CAT 2) (5 points)

- Review documentation of current or past requests to obtain required personnel and/or material resources. (4 points)
- *Ensure clinic SOP contains description of request process. (1 point)

20000.11 EFMP medical chief ensures that all medical providers receive training to become knowledgeable of EFMP requirements. CAT 2 (5 points)

- Review documentation of a training process that reasonably ensures that all MTF medical providers receive training on EFMP identification criteria and referral process. (3 points)
- Review examples of instructional materials. (1 point)
- *Ensure clinic SOP describes how training is executed. (1 point)

20000.12 There is a SOP on file that includes screening, identification and referral for enrollment. CAT 2 (5 points)

- *Review published SOP. (2 points)
- *Ensure SOP contains description of screening. (1 point)
- *Ensure SOP contains description of identification (1 point)
- *Ensure SOP contains description of referral for enrollment. (1 point)

20000.13 The EFMP medical chief provides professional technical assistance to ACS in development and execution of family-find activities. CAT 2 (5 points)

- Interview installation EFMP manager to verbally confirm that technical assistance exist. (3 points)
- Review documentation of technical assistance. (1 point)
- *Ensure clinic SOP describes the provision of technical assistance to ACS in development and execution of family-find activities. (1 point)

20000.14 The EFMP medical chief ensures that medical EFMP staff attend EFMP committee meeting. CAT 2 (5 points)

- Review evidence of the medical EFMP staff attendance. (4 points)
- *Ensure clinic SOP contains attendance instructions. (1 point)

20000.15 All EFMP medical and administrative staff participate in MTF quality improvement program. CAT 2 (5 points)

- Review documentation and/or demonstration of a currently implemented EFMP quality improvement project (4 points)
- *Ensure clinic SOP contains description of quality improvement project process (1 point)

20000.16 The OCONUS family member deployment screening is completed per paragraph 3-1b and Appendix E, AR 608-75. CAT 1 (DOD 1010.13-R)

- Review DA Form 5888s (Family Member Deployment Screening Sheet) to document correct completion of records, and when appropriate that:
 - EFMP physician is authenticating signature;
 - Medical records are screened in presence of soldier.
 - All family members 72 months of age and under receive physical examination;
 - All family members 72 months of age and under receive Preschool Developmental Questionnaire;
 - If no medical/developmental problems are identified the physician or medical practitioner documents enrollment not warranted.
 - If needed DA Form 5862 and DA Form 5291 are attached.
- *Ensure clinic SOP defines and states that all of the above procedures are completed in accordance with AR 608-75.

[illegible]

20000.17 DA Forms 7246 (EFMP Screening Questionnaire) are completed and retained in MTF EFMP office. CAT 1 (DOD 1010.13-R)

- Review completed DA Forms 7246.

20000.18 The MTF commander directs health care providers to note on the DA Form 5571 (Master Problem List) and the SF 600 (Health Record—Chronological Record of Medical Care) at least annually that the examined or treated family member does or does not have a condition that warrants referral for EFMP identification and coding. CAT 2 (5 points)

- *Review MTF commander's directive. (4 points)
- *Ensure clinic SOP contains instructions for implementing directive. (1 point)

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20000.19 MTF commander directs health care providers to screen family members for possible enrollment in EFMP during routine health care services. CAT 2 (5 points)

- *Review MTF commander's directive. (4 points)
- *Ensure clinic SOP contains instructions for implementing directive. (1 point)

20000.20 MTF commander directs health care provider to refer soldiers for enrollment in EFMP immediately upon diagnosis of an eligible condition of a family member. CAT 2 (5 points)

- *Review MTF commander's directive. (4 points)
- *Ensure clinic SOP contains instructions for implementing directive. (1 point)

20000.21 MTF commander directs health care provider to note on the SF 600 that a referral has been made to the MTF EFMP when the family member is a possible EFMP enrollee. CAT 2 (5 points)

- *Review MTF commander's directive. (4 points)
- *Ensure clinic SOP contains instructions for implementing directive. (1 point)

20000.22 The EFMP clinic provides statistical data for DA Form 3063 and EFMP Medical Quarterly Report. CAT 1 (DODI 1342.22)

- Interview MEDCOM EFMP manager to verbally confirm receipt of data. (2 points)
- Interview installation EFMP manager to verbally confirm receipt of data. (2 points)
- *Ensure clinic SOP contains directions in the collection and distribution of required data. (1 point)

30000 MILITARY PERSONNEL DIVISION (MPD)/PERSONNEL SERVICE BATTALION (PSB)

30000.1 Soldiers are queried about an EFM during in-processing, readiness processing, reassignment interview and out-processing. CAT 2 (5 points)

- *Ensure appropriate division/battalion SOPs address query implementation. (1 point)
- Ensure DA Forms 7415 are signed by soldiers, provided to ACS on a weekly basis and maintained on file. (3 points)
- Interview military personnel division (MPD)/personnel service battalion (PSB) staff and installation EFMP manager. (1 point)

30000.2 OCONUS family member deployment screening is completed per AR 608-75. CAT 1 (DOD 1010.13-R)

- *Ensure stand-alone or appropriate MPD/PSB SOPs address implementation of OCONUS family member deployment screening.
- Ensure family travel records document:
 - Completion of screening within 30 days of Enlisted Distribution Assignment System (EDAS) cycle or receipt of Request for Orders (RFO).
 - MPD/PSB staff completing and authorizing Part A of DA Form 5888.
- Ensure MPD/PSB maintains signature cards for physicians authorized to sign Part B of DA Form 5888.

30000.3 Soldiers are deferred (except AIT) until notification is received from OCONUS travel approval authority about available EFMP services. CAT 2 (5 points)

- Ensure EDAS and RFO systems document deferment of soldiers until notification is received about available EFMP services..

40000 CIVILIAN PERSONNEL ADVISORY CENTER (CPAC)

40000.1 An EFMP SOP is on file. CAT 1 (DOD 1010.13-R)

- *Ensure appropriate SOP addresses query process, coordination with DoDDS and medical activity, referral to ACS and sanctions against civilian employees who refuse to participate in EFMP.

40000.2 All civilian employees relocating outside United States where family member travel is authorized at government expense complete DA Form 5863 (EFMP Information Sheet). CAT 1 (DOD 1010.13-R)

- *Ensure completed DA Form 5863 is located on left side of the relocating civilian employee's official personal folder when special needs do not exist; or
- *Ensure completed DA Form 5863 is forwarded to HQDA (CFSC-FP-A) when relocating civilian employee's family member has special needs.

40000.3 Coordination occurs with gaining DoDDS regional office before employee relocates outside United States with children requiring special education. CAT 1 (DOD 1010.13-R)

- * Ensure DA Form 5863 contains a statement that coordination was accomplished with the gaining DODDS regional office. The statement includes the name, title, and telephone number of CPAC and DODDS staff coordinating the special education needs and date of coordination.

40000.4 Coordination occurs with the gaining medical activity before employee relocates outside United States with family members with medical needs. CAT 1 (DOD 1010.13-R)

- *Ensure DA Form 5863 contains a statement that coordination was accomplished with the gaining medical activity. The statement includes the name, title, and telephone number of CPAC and medical staff coordinating medical needs and date of coordination.

40000.5 All civilian employees relocating outside the United States are referred to ACS for general relocation information about the new duty station. CAT 1 (DOD 1010.13-R)

- *Review client contact logs and case records.

**40000.6 Statistical data for DA Form 3063 is provided to installation EFMP manager.
CAT 1 (DODI 1342.2)**

- *Ensure completed DA Form 3063 contains CPAC information in EFMP section.

50000 DIRECTORATE OF PUBLIC WORKS
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50000.1 ACS center is accessible to individuals with disabilities. CAT 1 (Architectural Barriers Act, Americans with Disabilities Act)

- Determine compliance using Uniform Federal Accessibility Standards Checklist and Americans with Disabilities Act Accessibility Guidelines Checklist.
- Ensure work orders indicate action required to make facilities accessible. Review tracking log for work orders.

50000.2 Community recreation facilities are accessible to individuals with disabilities. CAT 1 (Architectural Barriers Act, Americans with Disabilities Act)

- Determine compliance using Uniform Federal Accessibility Standards Checklist and Americans with Disabilities Act Accessibility Guidelines Checklist.
- Ensure work orders indicate action required to make facilities accessible. Review tracking log for work orders.

50000.3 Exceptions to housing assignment are processed for persons with disabilities. CAT 2 (5 points)

- Ensure case records contain request for exception to housing assignment, medical evaluation of EFM needs, and approval/disapproval memorandum.

50000.4 Housing modifications are accommodated. CAT 1 (Architectural Barriers Act, Americans with Disabilities Act)

- Ensure service/job orders document EFM housing modifications.
- Ensure a list of EFM dwelling units is in HOMES (Housing Operations Management System) or maintained manually.

50000.5 Statistical data for DA Form 3063 is provided to installation EFMP manager. CAT 1 (DODI 1342.22)

- *Ensure completed DA Form 3063 contains housing information in EFMP section.

60000 CHILD AND YOUTH SERVICES

60000.1 SNRT and installation EFMP SOP are on file in CYS central SOP file. SOPs contain signatures documenting coordination with CYS. CAT 1 (Rehabilitation Act, DODD 1020.1)

- Ensure CYS central SOP file contains copies of SNRT and installation EFMP SOPs. Ensure SNRT and installation EFMP SOPs contain signatures documenting coordination with CYS.

60000.2 CYS service delivery systems are available to all children/youth with disabilities through the SNRT process. CAT 1 (Rehabilitation Act, DODD 1020.1)

- Ensure CYS enrollment data identifies child/youth with special needs.
- Review SNRT minutes to validate: assessment of each child/youth's needs.
 - Technical assistance requirements.
 - Placement and referral decisions.

60000.3 Special needs training is provided for CYS staff. CAT 1 (Rehabilitation Act, DODD 1020.1)

- Ensure individual development plans document:
 - Special needs awareness training for all staff and caregivers.
 - Specialized training based on needs of individual children assigned to caregiver's CYS program.
 - Birth to preschool special needs training using modules. "Including All Children" for caregivers working with infants and toddlers

70000 COMMUNITY RECREATION

7000.1 EFMP SOP is on file. CAT 1 (Rehabilitation Act, DODD 1020.1)

- *Ensure EFMP SOP addresses:

○ Implementation of regulatory responsibilities and functions.

○ Policy exceptions.

○ Provision of recreational programs for EFMs.

○ Special events to promote awareness of recreational opportunities for EFMs.

70000.2 Individuals with disabilities are provided reasonable program accommodation. CAT 1 (Rehabilitation Act, DODD 1020.1)

- *Review memorandums documenting exceptions to policy

— Review list of alternative resources for recreational programs not available on the installation

— *Ensure SOPs for individual programs address safety and environmental requirements for EFMs

NOTE:

Pre-site materials are annotated with an asterisk.

Section II. Army Family Action Plan

10000.1 An AFAP program manager has been designated to manage the AFAP program on a year-round basis – may be a collateral duty. CAT 1 (Federal Managers' Financial and Integrity Act)

- *Review job description (includes AFAP program manager responsibilities).
- Interview program manager.

10000.2 An annual installation AFAP conference is conducted that includes a general demographic cross-section of local community soldiers, retirees, DA civilians, family members and tenant organizations who convene at one location to evaluate, prioritize and report to leadership issues of well-being concern that have been solicited from the community. CAT 2 (5 points)

- *Review AFAP Annual Report to MACOM/HQDA and conference after-action report to determine that an AFAP conference is conducted annually. (2 points)
- Review AFAP Annual Report to MACOM/HQDA and conference after-action report to determine that delegates represent a general cross-section of the community:
 - o Military members and spouses comprise the greatest portion of delegates, unless there is a compelling demographic reason otherwise (state reason).
 - o Military member and spouse conferees do not greatly outnumber one another.
 - o There are more enlisted military members and spouses than officers and officer spouses.
 - o Married and single soldiers are represented.
 - o Active duty, National Guard, Reserve Component, Retirees, Youth, and DA civilians are represented.
 - o Dual military parents, sole parents, and surviving spouses are represented.
 - o Tenant organizations are represented.(2 points)

[illegible]

- *Review AFAP Annual Report to MACOM/HQDA and conference after-action report to determine that senior installation, unit commanders and/or garrison command staff are involved in the AFAP forum process. (1 point)

10000.3 Issues/concerns are solicited from the community at least 2-4 months in advance of AFAP forum. CAT 2 (5 points).

- Review issue files/archives. (2 points)
- Review solicitation material. (1 point)
- *Review local SOP. (2 points)

10000.4 Facilitators, recorders, transcribers, and issue support persons (FRTIs) and delegates are trained on conference process and issue development. CAT 2 (5 points)

- Review lesson plans/training materials. (2 points)
- Review evaluations from training sessions. (2 points)
- Review attendance sheets. (1 point)

10000.5 An Installation Commander's Steering Committee that mirrors the HQDA AFAP General Officer Steering Committee is established to monitor, guide, direct and support the progress of local issues – convenes at least semi-annually. CAT 2 (5 points)

- Review Commander's Steering Committee minutes that reflect discussion and decisions regarding the AFAP issues reported during the meeting. (5 points)

10000.6 The DA Form 7255-R, AFAP Annual Report is prepared annually and forwarded to MACOM and HQDA. CAT 2 (5 points)

- Review copy of Annual Report submitted to MACOM/HQDA.

10000.7 AFAP has adequate resources to manage the program. CAT 1 (Federal Managers' Financial and Integrity Act)

- Interview program manager to confirm that there is sufficient access to:
 - o Equipment to include but not limited to computer and ADP equipment and internet access, telephone lines with DSN access, computer, fax machine, copier, and audiovisual equipment.
 - o Workstation, space for AFAP advisory group meetings, Commander's Steering Committee meetings.
 - o AFAP support services contractor, if applicable.

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10000.8 The AFAP manager prepares and tracks annual budget and spending plan, shortfall and unfunded requirements. CAT 2 (5 points)

- Review budget submission document.
(2.5 points)
- Review spreadsheets for
execution of dollars.
(2.5 points)

10000.9 Marketing and command information programs and feedback to the community are established. CAT 2 (5 points)

- *Review marketing plan.
(1.5 points)
- Review marketing materials and newspaper articles, flyers, announcements, posters, and other publications. (1 point)
- An installation AFAP Issue Update Book is written and distributed to the community. (1.5 points)
- Review documents and other verification of feedback to the community on status/progress (1 point)

[illegible]

10000.10 AFAP has a resource library. CAT 2 (5 points)

- Resource library includes, at a minimum, the most recent HQDA AFAP Conference Brochure, AFAP Installation Handbook, and the HQDA Issue Update Book. (2 points)
- Issue development video, training slides and materials are available. (2 points)
- Local AFAP policy guidance/operating procedures and conference after action report are available. (1point)

10000.11 A non-governing advisory group is established that includes, but is not necessarily limited to, officer and non-commissioned officer spouses to include senior leader spouses. The advisory group collaborates with staff to implement initiatives that support AFAP program and accreditation standards. CAT 2 (5 points)

- Review roster of members. (1 point)
- Review minutes of meetings. (2 points)
- *Review local AFAP SOP that includes Advisory Group specifics. (2 points)

10000.12 The AFAP program utilizes volunteers to support AFAP. CAT 2 (5 points)

- Review current list of AFAP volunteers and areas of responsibility. (1.5 point)
- Interview, if available, volunteers to validate their participation. If no one is available, points should not be deducted. (1.5 points)
- Interview program manager (2 points)

NOTE:

Pre-site materials are annotated with an asterisk.

Section III. Army Family Team Building

The AFTB Program is mandated in CSA /SMA Memorandum, dated 16 December 1994 and AR 608-XXXX (AFTB Program)

10000.1 A paid AFTB program manager has been designated to manage the AFTB program - may be a collateral duty. CAT 1 (Federal Managers' Financial and Integrity Act)

- *Review of job description (includes detailed AFTB program manager responsibilities).
- Interview program manager.
- Program manager has attended, or is scheduled to attend, the AFTB program manager's course within one year.
- Program manager is a Master Trainer or is scheduled to attend a Master Trainer course within one year

10000.2 AFTB has a designated volunteer serving as the AFTB volunteer program manager working as a member of the management team along with the paid program manager. CAT 2 (5 points)

- *Review of volunteer job description (includes detailed AFTB volunteer program manager responsibilities). (1 point)
- Interview volunteer program manager. (2 points)
- Verify volunteer program manager has attended the AFTB program manager course or is scheduled to attend within one year. (1 point)
- Volunteer program manager is a Master Trainer or is scheduled to attend a Master Trainer course within one year. (1 point)

10000.3 AFTB has adequate resources to manage the program. CAT 1 (Federal Managers' Financial and Integrity Act)

- Interview program manager to confirm there is sufficient access to:
 - o Equipment, but not limited to, telephone lines with DSN access, computer/internet, fax machine, copier and audiovisual equipment.
 - o Program manager workspace, AFTB classroom, storage space for training materials, office supplies.
 - o AFAP support services contractor, if applicable.

10000.4 AFTB program manager prepares and tracks annual budget and spending plan, shortfall and unfunded requirements. CAT 2 (5 points)

- Review annual budget submission document. (2.5 points)
- Review spreadsheet for execution of dollars. (2.5 points)

**10000.5 The AFTB program has DA-certified Master Trainers actively participating in the program.
CAT 2 (5 points)**

- Review roster of active master trainers and verify DA master trainer certification with copy of master trainer certificate. (1 point)
- Small installation: at least 2 master trainers to include the volunteer program manager (or review/validate) a MOA/MOU with an existing AFTB program in close proximity (25 miles). (2 points)
- Medium installation: at least 3 master trainers to include the volunteer program manager. (2 points)
- Large installation: at least 5 master trainers to the volunteer program manager. (2 points)
- Very Large installation: at least 7 master trainers to include the program manager. (2 points)
- Review master trainer volunteer files for the following documents: (2 points)
 - o A Form 4162 (Volunteer Service Record).
 - o DA Form 4712 (Volunteer Agreement for Appropriated Fund and Non-Appropriated Fund Instrumentalities).
 - o Volunteer job descriptions outlining at a minimum: current functions/responsibilities, supervisor, term limit, evaluation criteria.
 - o DA Form FFFF (AFTB Volunteer Daily Time Log).

[illegible]

10000.6 The AFTB program has a volunteer support staff and volunteer updated recordkeeping system. CAT 2 (5 points)

- An accurate and current roster of active volunteers (1 point)
- Review volunteer files in a secure area: (2 points)
 - o DA Form 4162.
 - o DA Form 4712.
 - o Volunteer job descriptions listing current functions/responsibilities, supervisor, term limit and evaluation criteria.
 - o DA Form FFFF (AFTB volunteer Daily Time Log).
- Interview volunteer staff. (2 points)

10000.7 A non-governing body (Advisory Council/Steering Committee) has been established to provide oversight of local program (as described in the AFTB Handbook and AR 608-XXXX (AFTB Program). CAT 2 (5 points)

- *Review the non-governing body SOP that includes AFTB. (2 points)
- Review the non-governing body's meeting minutes for the past six months. (2 points)
- Interview AFTB manager. (1 point)

10000.8 AFTB has a functioning Volunteer Management Program. CAT 2. (5 points)

- *Review written SOP for volunteer management (includes goals and objectives). (2 points)
- Review ongoing volunteer orientation training agendas, lesson plans and attendance rosters for the past six months. (1 point)
- Review written plan for on-going professional development for volunteers. (1 point)
- Review written volunteer recognition plan (1 point)

10000.9 DA Form AAAA (AFTB Quarterly Management Report) is prepared by the AFTB program manager and forwarded online through MACOM to HQDA (CFSC-FP-T) (AFT). CAT 2 (5 points)

- Review DA Form AAAA (AFTB Quarterly Management Report) compliance with CFSC-FP-T instructions.

1000.10 AFTB provides family member readiness training (Levels I, II and III) to its population of family members. CAT 2 (5 points)

- Review quarterly/annual training calendar/schedules. (1 point)
- *Small installation: at least one Level I per quarter or IAW needs assessment. (3 points)
- *Medium installation: at least two Level I and one Level II per quarter or IAW needs assessment. (3 points)
- *Large installation: at least three Level I, two Level II, one Level III per quarter or IAW needs assessment. (3 points)
- *Very large installation: at least three Level I, two Level II, two Level III per quarter or IAW needs assessment. (3 points)
- Review copy of student attendance rosters and end-of-course/module evaluations. (1 point)

[illegible]

10000.11 The AFTB program has adequate office, classrooms and training space. CAT 2 (5 points)

- Conduct inspection of office space for compliance with AR 608-XXXX (AFTB Program). (2 points)
- Conduct inspection of classrooms for compliance with AR 608-XXXX (AFTB Program). (2 points)
- Review MOA/MOU with other agencies for use of training space used on a regularly scheduled basis. (1 point).

[illegible]

10000.12 The AFTB program has adequate storage and warehouse space for family member Level I, II and III training material and an established, written material accounting procedure.
CAT 2 (5 points)

- Review storage location or warehouse. (2 points)
- Review AFTB material inventory log sheet to validate materials and equipment on hand. (1 point).
- *Review SOP for receiving and disbursing family member training materials and equipment. (2 points)

[illegible]

10000.13 AFTB conducts regularly scheduled Instructor Training to meet community needs. CAT 2 (5 points)

- *Review copy of community needs assessment. (2 points)
- Review quarterly/annual Instructor training calendars/schedules. (1 point)
- Random review of Instructor Training attendance rosters and end-of course student evaluations. (2 points).

10000.14 The AFTB program has resource library IAW recommendations in the AFTB Handbook. CAT 2 (5 points)

- Review alphabetical listing of available resources. (1 point)
- AR 608-XXX X (AFTB Program) is available for review. (1 point)
- AFTB Program Manager Handbook is available for review. (1 point)
- The AFTB Master Trainer Guide, edition 1998 or later, is available for review. (1 point)
- The AFTB command video is on hand. (1 point)

10000.15 AFTB has implemented a marketing and command information plan. CAT 2 (5 points)

- *Review annual needs assessment and analysis. (2 points)
- *Review “written” marketing plan. (1 point)
- Review marketing materials and newspaper articles, flyers, announcements, posters and other publications. (1 point)
- Review installation command information paper and verify that it has been updated within the last six months. (1 point)

NOTE:

Pre-site materials are annotated with an asterisk.

